

# Lessons learned

SWITCH

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TRID WG / edu-ID update

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# General approach / Checklist

Guideline – but individual adaption necessary

Information campaign & technical adaptations:  
at least lead time of 4-6 months

Draft of communication guide ready last year

Checklist also including technical tasks:

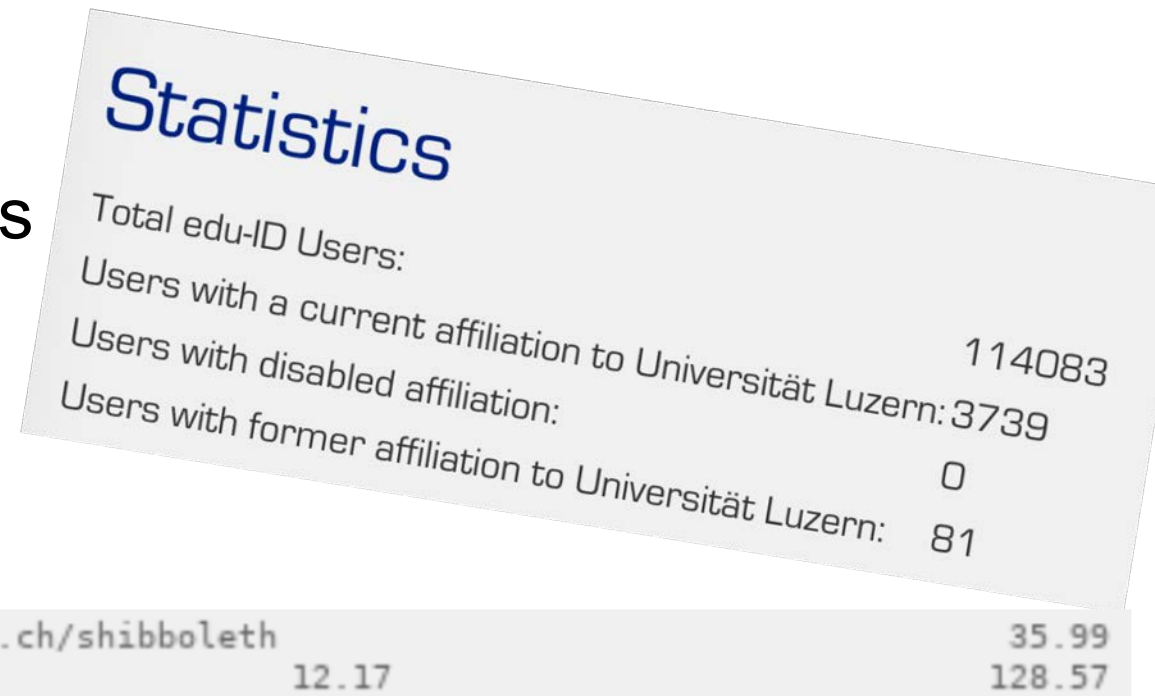
→ <https://www.switch.ch/edu-id/organisations/adoption/adoption-checklist>



# Organization Administration Interface

See results of

- a) Communicative measures
- b) Testing



→ <https://eduid.ch/web/organisation-administrator>

# Data protection: No more issue

- Questions of organisations during *planning phase*
- No specific questions by end users or organisations during *adoption phase*



We are compliant with the different applicable data protection laws



→ <https://www.switch.ch/edu-id/about/legal/legal-faqs/>

# Communication

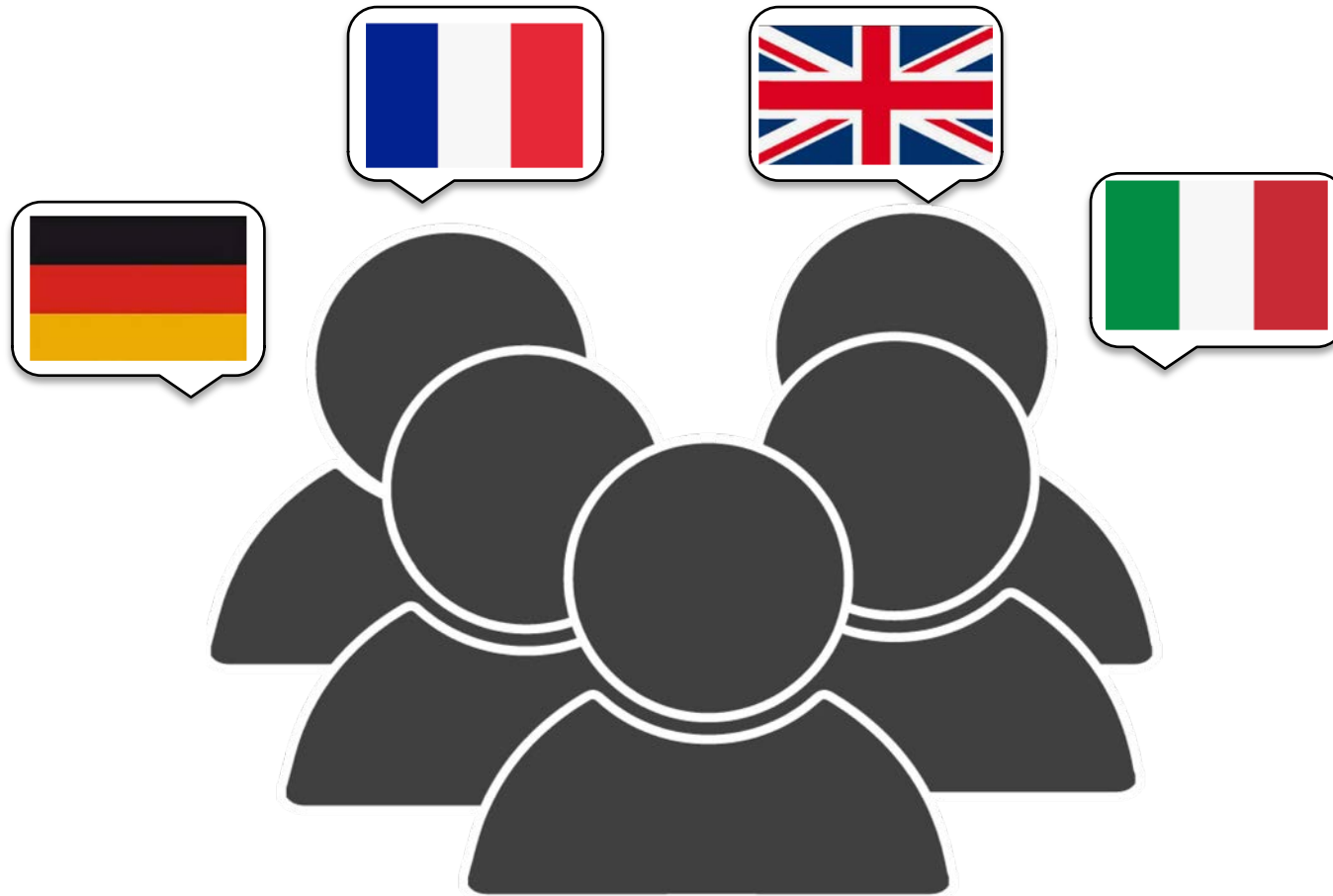
## Key to success

- prepare very well
- be realistic
- act pragmatic



# Multilingualism

FAQs for end users also in 4 languages



## Support & Preparation

**Make your users happy!**

- Offer goodies
- Provide instant delivery of service
- Choose “good” date for migration
- Instruct support crew & use multipliers
- Be prepared for support peak

In the past





# Now: Test infrastructure ready

## APIs:

Test of issuing, updates and removal of affiliation (push & pull method)

→ possibility to get test access on test & production

## IdP:

Test AAI login, check assertions (SPs)

→ pre-configuration of edu-ID *Pre-Migration Test IdP* for your organisation  
(run tests with production data)

→ short demo

Test at least with staff, student affiliation and  
with an account with 2 affiliations (staff & student)

→ <https://www.switch.ch/edu-id/organisations/tech/testing/>